

# Enterprise Incident Report February 2012

As of 3/1/2012

## Labor Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution			
				High	Low	Medium	FCR Total
Labor Commission	Application Services	Danielle Hood	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Dustin Crump	Novell GroupWise PDA	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	2 1	0 0	2 1
			Product Total	0 0	2 1	0 0	2 1
		Assigned to Individual Total		0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	State Payroll Time Entry	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Julie VanBeekum	Gmail	0 0	1 1	0 0	1 1
			None	0 0	3 3	0 0	3 3

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				High	Low	Medium	FCR Total
Labor Commission	Help Desk	Julie VanBeekum	Novell eDirectory	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	8 8	0 0	8 8
			Product Total	0 0	14 14	0 0	14 14
		Assigned to Individual Total		0 0	15 15	0 0	15 15
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	27 4	0 0	27 4
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	37 5	0 0	37 5

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## Labor Commission

				High	Low	Medium	FCR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	Labor System	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Product Total	0 0	8 0	0 0	8 0
		Assigned to Individual Total		0 0	45 5	0 0	45 5
	Metro A Help Desk	Cindy Schroeder	Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	5 0	2 0	7 0
			Product Total	0 0	7 2	2 0	9 2
		Ed Conrad	Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	7 4	0 0	7 4
			Product Total	0 0	8 5	0 0	8 5
		Liz Evans	None	0 0	1 1	0 0	1 1
			Novell Client for 32-bit Windows	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	4 2	0 0	4 2

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## Labor Commission

				High	Low	Medium	FCR Total	
Labor Commission	Metro A Help Desk	Assigned to Individual Total		0 0	19 9	2 0	21 9	
	Metro A Hosting	Tom Carney	None	0 0	3 0	0 0	3 0	
			Novell GroupWise	3 0	3 1	9 0	15 1	
			Product Total	3 0	6 1	9 0	18 1	
		Assigned to Individual Total		3 0	6 1	9 0	18 1	
		Voice Operations	Britany Finlay	None	0 0	1 0	0 0	1 0
	Telephone			0 0	2 0	0 0	2 0	
	Product Total			0 0	3 0	0 0	3 0	
	Romanza Hamblin		None	0 0	1 1	0 0	1 1	
			Product Total	0 0	1 1	0 0	1 1	
	Assigned to Individual Total		0 0	4 1	0 0	4 1		
	Voice/Data/WAN Services		Greg Blessing	Telephone	0 0	2 0	0 0	2 0
				Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	2 0	0 0	2 0	

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## Labor Commission

		High	Low	Medium	FCR Total
Labor Commission	Customer Company Total	30	9532	110	10932
Customer Company Total		30	9532	110	10932

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## Labor Commission

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents		Bottom Number - Missed Initial Response	
				High	Low	Medium	MIR Total
Labor Commission	Application Services	Danielle Hood	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Dustin Crump	Novell GroupWise PDA	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Martin Gonzalez	Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Julie VanBeekum	Gmail	0 0	1 0	0 0	1 0
			None	0 0	3 0	0 0	3 0

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## Labor Commission

				High	Low	Medium	MIR Total
Labor Commission	Help Desk	Julie VanBeekum	Novell eDirectory	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	8 0	0 0	8 0
			<b>Product Total</b>	0 0	14 0	0 0	14 0
		<b>Assigned to Individual Total</b>		0 0	15 0	0 0	15 0
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	27 0	0 0	27 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			<b>Product Total</b>	0 0	37 0	0 0	37 0

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## Labor Commission

				High	Low	Medium	MIR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	Labor System	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Product Total	0 0	8 0	0 0	8 0
		Assigned to Individual Total		0 0	45 0	0 0	45 0
	Metro A Help Desk	Cindy Schroeder	Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	5 0	2 0	7 0
			Product Total	0 0	7 0	2 0	9 0
		Ed Conrad	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	7 0	0 0	7 0
			Product Total	0 0	8 0	0 0	8 0
		Liz Evans	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	4 0	0 0	4 0



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## Labor Commission

				High	Low	Medium	MIR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total		0 0	19 0	2 0	21 0
	Metro A Hosting	Tom Carney	None	0 0	3 1	0 0	3 1
			Novell GroupWise	3 0	3 1	9 0	15 1
			Product Total	3 0	6 2	9 0	18 2
		Assigned to Individual Total		3 0	6 2	9 0	18 2
	Voice Operations	Britany Finlay	None	0 0	1 0	0 0	1 0
			Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Romanza Hamblin	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	2 0	0 0	2 0

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## Labor Commission

		High	Low	Medium	MIR Total
Labor Commission	Customer Company Total	30	953	110	1093
Customer Company Total		30	953	110	1093

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## Labor Commission

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours			
				High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Danielle Hood	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Dustin Crump	Novell GroupWise PDA	0 0.00	1 1.49	0 0.00	1 1.49
			Product Total	0 0.00	1 1.49	0 0.00	1 1.49
		Martin Gonzalez	Novell GroupWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total		0 0.00	4 0.37	0 0.00	4 0.37
	Help Desk	Brenda Treadway	State Payroll Time Entry	0 0.00	1 0.20	0 0.00	1 0.20
			Product Total	0 0.00	1 0.20	0 0.00	1 0.20
		Julie VanBeekum	Gmail	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	3 0.09	0 0.00	3 0.09

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## Labor Commission

				High	Low	Medium	ATTIR Total
Labor Commission	Help Desk	Julie VanBeekum	Novell eDirectory	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	8 0.00	0 0.00	8 0.00
			Product Total	0 0.00	14 0.02	0 0.00	14 0.02
		Assigned to Individual Total		0 0.00	15 0.03	0 0.00	15 0.03
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Windows 7	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	27 0.07	0 0.00	27 0.07
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell eDirectory	0 0.00	1 0.05	0 0.00	1 0.05
			Novell GroupWise	0 0.00	3 0.29	0 0.00	3 0.29
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 0.00	0 0.00	1 0.00
			State Payroll Time Entry	0 0.00	1 0.14	0 0.00	1 0.14
			Product Total	0 0.00	37 0.08	0 0.00	37 0.08

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## Labor Commission

				High	Low	Medium	ATTIR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	Labor System	0 0.00	1 0.15	0 0.00	1 0.15
			None	0 0.00	7 0.05	0 0.00	7 0.05
			Product Total	0 0.00	8 0.07	0 0.00	8 0.07
		Assigned to Individual Total		0 0.00	45 0.08	0 0.00	45 0.08
	Metro A Help Desk	Cindy Schroeder	Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	5 0.00	2 0.15	7 0.04
			Product Total	0 0.00	7 0.00	2 0.15	9 0.03
		Ed Conrad	Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	7 0.00	0 0.00	7 0.00
			Product Total	0 0.00	8 0.00	0 0.00	8 0.00
		Liz Evans	None	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00

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## Labor Commission

				High	Low	Medium	ATTIR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total		0 0.00	19 0.00	2 0.15	21 0.01
	Metro A Hosting	Tom Carney	None	0 0.00	3 0.50	0 0.00	3 0.50
			Novell GroupWise	3 0.08	3 0.81	9 0.00	15 0.18
			Product Total	3 0.08	6 0.66	9 0.00	18 0.23
		Assigned to Individual Total		3 0.08	6 0.66	9 0.00	18 0.23
	Voice Operations	Britany Finlay	None	0 0.00	1 0.00	0 0.00	1 0.00
			Telephone	0 0.00	2 0.12	0 0.00	2 0.12
			Product Total	0 0.00	3 0.08	0 0.00	3 0.08
		Romanza Hamblin	None	0 0.00	1 0.31	0 0.00	1 0.31
			Product Total	0 0.00	1 0.31	0 0.00	1 0.31
		Assigned to Individual Total		0 0.00	4 0.14	0 0.00	4 0.14
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0.00	2 0.40	0 0.00	2 0.40
			Product Total	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total		0 0.00	2 0.40	0 0.00	2 0.40

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## Labor Commission

		High	Low	Medium	ATTIR Total
Labor Commission	Assigned Group Total	3 0.08	95 0.11	11 0.03	109 0.10
Customer Company Total		3 0.08	95 0.11	11 0.03	109 0.10

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## Labor Commission

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution			
				High	Low	Medium	MR Total
Labor Commission	Application Services	Danielle Hood	Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Dustin Crump	Novell GroupWise PDA	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Martin Gonzalez	Novell GroupWise	0 0	2 1	0 0	2 1
			Product Total	0 0	2 1	0 0	2 1
		Assigned to Individual Total		0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Julie VanBeekum	Gmail	0 0	1 0	0 0	1 0
			None	0 0	3 0	0 0	3 0



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## Labor Commission

				High	Low	Medium	MR Total
Labor Commission	Help Desk	Julie VanBeekum	Novell eDirectory	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	8 0	0 0	8 0
			Product Total	0 0	14 0	0 0	14 0
		Assigned to Individual Total		0 0	15 0	0 0	15 0
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			Microsoft Windows 7	0 0	1 0	0 0	1 0
			None	0 0	27 0	0 0	27 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell eDirectory	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	3 0	0 0	3 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			State Payroll Time Entry	0 0	1 0	0 0	1 0
			Product Total	0 0	37 0	0 0	37 0

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## Labor Commission

				High	Low	Medium	MR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	Labor System	0 0	1 0	0 0	1 0
			None	0 0	7 0	0 0	7 0
			Product Total	0 0	8 0	0 0	8 0
		Assigned to Individual Total		0 0	45 0	0 0	45 0
	Metro A Help Desk	Cindy Schroeder	Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	5 0	2 0	7 0
			Product Total	0 0	7 0	2 0	9 0
		Ed Conrad	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	7 0	0 0	7 0
			Product Total	0 0	8 0	0 0	8 0
		Liz Evans	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	4 0	0 0	4 0

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				High	Low	Medium	MR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total		0 0	19 0	2 0	21 0
	Metro A Hosting	Tom Carney	None	0 0	3 0	0 0	3 0
			Novell GroupWise	3 0	3 0	9 0	15 0
			Product Total	3 0	6 0	9 0	18 0
		Assigned to Individual Total		3 0	6 0	9 0	18 0
	Voice Operations	Britany Finlay	None	0 0	1 0	0 0	1 0
			Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Romanza Hamblin	None	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	4 0	0 0	4 0
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Assigned to Individual Total		0 0	2 0	0 0	2 0

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		High	Low	Medium	MR Total
Labor Commission	Assigned Group Total	30	951	110	1091
Customer Company Total		30	951	110	1091

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## Labor Commission

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents		Bottom Number - Average time in hours	
				High	Low	Medium	ATTR Total
Labor Commission	Application Services	Danielle Hood	Novell GroupWise	0 0.00	1 4.94	0 0.00	1 4.94
			Product Total	0 0.00	1 4.94	0 0.00	1 4.94
		Dustin Crump	Novell GroupWise PDA	0 0.00	1 1.73	0 0.00	1 1.73
			Product Total	0 0.00	1 1.73	0 0.00	1 1.73
		Martin Gonzalez	Novell GroupWise	0 0.00	2 14.31	0 0.00	2 14.31
			Product Total	0 0.00	2 14.31	0 0.00	2 14.31
		Assigned to Individual Total		0 0.00	4 8.82	0 0.00	4 8.82
	Help Desk	Brenda Treadway	State Payroll Time Entry	0 0.00	1 0.20	0 0.00	1 0.20
			Product Total	0 0.00	1 0.20	0 0.00	1 0.20
		Julie VanBeekum	Gmail	0 0.00	1 1.12	0 0.00	1 1.12
			None	0 0.00	3 0.12	0 0.00	3 0.12

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				High	Low	Medium	ATTR Total
Labor Commission	Help Desk	Julie VanBeekum	Novell eDirectory	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	8 0.00	0 0.00	8 0.00
			Product Total	0 0.00	14 0.10	0 0.00	14 0.10
		Assigned to Individual Total		0 0.00	15 0.11	0 0.00	15 0.11
	Metro A Desktop Support	Nancy Hachmeister	Microsoft Office Professional 2010	0 0.00	1 0.32	0 0.00	1 0.32
			Microsoft Windows 7	0 0.00	1 0.07	0 0.00	1 0.07
			None	0 0.00	27 0.44	0 0.00	27 0.44
			Novell Client for 32-bit Windows	0 0.00	1 0.34	0 0.00	1 0.34
			Novell eDirectory	0 0.00	1 0.34	0 0.00	1 0.34
			Novell GroupWise	0 0.00	3 0.47	0 0.00	3 0.47
			Novell Messenger	0 0.00	1 0.02	0 0.00	1 0.02
			PGP	0 0.00	1 0.30	0 0.00	1 0.30
			State Payroll Time Entry	0 0.00	1 0.90	0 0.00	1 0.90
			Product Total	0 0.00	37 0.42	0 0.00	37 0.42

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				High	Low	Medium	ATTR Total
Labor Commission	Metro A Desktop Support	Rodney Austin	Labor System	0 0.00	1 0.16	0 0.00	1 0.16
			None	0 0.00	7 1.04	0 0.00	7 1.04
			Product Total	0 0.00	8 0.93	0 0.00	8 0.93
		Assigned to Individual Total		0 0.00	45 0.51	0 0.00	45 0.51
	Metro A Help Desk	Cindy Schroeder	Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	5 0.03	2 0.69	7 0.22
			Product Total	0 0.00	7 0.02	2 0.69	9 0.17
		Ed Conrad	Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	7 0.17	0 0.00	7 0.17
			Product Total	0 0.00	8 0.13	0 0.00	8 0.13
		Liz Evans	None	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00

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				High	Low	Medium	ATTR Total
Labor Commission	Metro A Help Desk	Assigned to Individual Total		0 0.00	19 0.05	2 0.69	21 0.14
	Metro A Hosting	Tom Carney	None	0 0.00	3 0.90	0 0.00	3 0.90
			Novell GroupWise	3	3 2.12	9 0.00	15 1.27
			Product Total	3	6 1.51	9 0.00	18 1.13
		Assigned to Individual Total		3	6 1.51	9 0.00	18 1.13
	Voice Operations	Britany Finlay	None	0 0.00	1 0.00	0 0.00	1 0.00
			Telephone	0 0.00	2 0.77	0 0.00	2 0.77
			Product Total	0 0.00	3 0.51	0 0.00	3 0.51
		Romanza Hamblin	None	0 0.00	1 1.66	0 0.00	1 1.66
			Product Total	0 0.00	1 1.66	0 0.00	1 1.66
		Assigned to Individual Total		0 0.00	4 0.80	0 0.00	4 0.80
	Voice/Data/WAN Services	Greg Blessing	Telephone	0 0.00	2 1.20	0 0.00	2 1.20
			Product Total	0 0.00	2 1.20	0 0.00	2 1.20
		Assigned to Individual Total		0 0.00	2 1.20	0 0.00	2 1.20



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## Labor Commission

		High	Low	Medium	ATTR Total
Labor Commission	Assigned Group Total	3	95 0.85	11 0.34	109 0.83
Customer Company Total		3	95 0.85	11 0.34	109 0.83

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## Labor Commission

## Detail

<b>INC000000391208</b>	Tonya Gallegos	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Labor Commission	Low Closed	TTR Missed: Yes	26.66
<b>INC000000454924</b>	Pete Hackford	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: Yes	1.49
	Application Services	Dustin Crump	Labor Commission	Low Closed	TTR Missed: No	1.73
<b>INC000000455161</b>	Mark Leblanc	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000455390</b>	Jo Ann Lowther	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.03
<b>INC000000455514</b>	Bobie Tupou	PC/Laptop	None	None	TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.05
<b>INC000000456158</b>	Jo Ann Lowther	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.17
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	0.72
<b>INC000000456506</b>	Kerry Chlarson	Application	Error	None	TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	1.05
<b>INC000000456581</b>	Debbie L Hann	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456742</b>	Catherine Van Duser	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Closed	TTR Missed: No	0.00
<b>INC000000456793</b>	Dave Bloomfield	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.02
<b>INC000000457432</b>	Gina Spjut	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Closed	TTR Missed: No	0.19
<b>INC000000457697</b>	Josef Sharp	Application	None	State Payroll Time Entry System	TIR Missed: No	0.20
	Help Desk	Brenda Treadway	Labor Commission	Low Closed	TTR Missed: No	0.20
<b>INC000000457729</b>	Sara Danielson	Telecom	Feature	Telephone	TIR Missed: No	0.10
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low Closed	TTR Missed: No	1.70
<b>INC000000457778</b>	Izzy Luna	Application	Error	Labor System	TIR Missed: No	0.15
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low Closed	TTR Missed: No	0.16
<b>INC000000457959</b>	Elena Bensor	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Danielle Hood	Labor Commission	Low Closed	TTR Missed: No	4.94
<b>INC000000458279</b>	Monica Smith-Austen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.00
	Voice Operations	Britany Finlay	Labor Commission	Low Closed	TTR Missed: No	0.23

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## Labor Commission

<b>INC000000458482</b>	Felix Desiena	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.07
<b>INC000000459036</b>	Amra Ferhatbegovic	Application	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.21
<b>INC000000459145</b>	Elena Bensor	None	None	None		TIR Missed: No	0.00
	Voice Operations	Britany Finlay	Labor Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000459712</b>	Felix Desiena	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.09
<b>INC000000459924</b>	David Lamb	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
<b>INC000000460381</b>	Leonor Lopez	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08
<b>INC000000460467</b>	Patricia Cormey	Telecom	None	Telephone		TIR Missed: No	0.24
	Voice Operations	Britany Finlay	Labor Commission	Low	Closed	TTR Missed: No	1.32
<b>INC000000460648</b>	Gina Spjut	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
<b>INC000000460870</b>	Bobie Tupou	Application	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.11
<b>INC000000461345</b>	Evelyn S Partner	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.30
<b>INC000000461390</b>	Louis Silva	Telecom	Voice Mail	None		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin	Labor Commission	Low	Closed	TTR Missed: No	1.66
<b>INC000000461665</b>	Dan King	PC/Laptop	Virus	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.15
<b>INC000000461794</b>	Patsy Ortega	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.26
<b>INC000000462045</b>	Shaheen Safiullah	Application	Error	PGP		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.30
<b>INC000000462101</b>	Izzy Luna	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.32
<b>INC000000462385</b>	Heather Gunnarson	Application	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.50
<b>INC000000462391</b>	Heather Gunnarson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00

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## Labor Commission

<b>INC000000462769</b>	Louis Silva	None	None	None		TIR Missed: No	0.28
Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.35	
<b>INC000000463239</b>	Monica Smith-Austen	PC/Laptop	Error	None		TIR Missed: No	0.08
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.28	
<b>INC000000463255</b>	Gabriella Salazar	Application	None	State Payroll Time Entry System		TIR Missed: No	0.14
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.90	
<b>INC000000463346</b>	Amra Ferhatbegovic	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.46	
<b>INC000000463398</b>	Shaheen Safiullah	None	None	None		TIR Missed: No	0.05
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.62	
<b>INC000000463723</b>	Holly Lawrence	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.08	
<b>INC000000463725</b>	Jenean Tryon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06	
<b>INC000000463728</b>	Jenean Tryon	None	None	None		TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.04	
<b>INC000000463906</b>	Eric Steadman	PC/Laptop	Performance	None		TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	1.89	
<b>INC000000464031</b>	Brad Thurman	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	1.95	
<b>INC000000464203</b>	Gina Spjut	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.34	
<b>INC000000464475</b>	Joy Lawrence	PC/Laptop	None	None		TIR Missed: No	0.04
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.87	
<b>INC000000464620</b>	Thuy Nguyen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000464623</b>	Amra Ferhatbegovic	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	1.31	
<b>INC000000464700</b>	Dennis Crenshaw	PC/Laptop	None	None		TIR Missed: No	0.02
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	2.38	
<b>INC000000464851</b>	Erin Latta	None	None	None		TIR Missed: No	0.16
Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.38	
<b>INC000000465498</b>	Alicia Zavala-Lopez	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro A Hosting	Tom Carney	Labor Commission	High	Resolved	TTR Missed: No		

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## Labor Commission

<b>INC000000465498</b>	Alicia Zavala-Lopez	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	High	Resolved	TTR Missed: No	
<b>INC000000465498</b>	Alicia Zavala-Lopez	Application	None	Novell GroupWise		TIR Missed: No	0.23
	Metro A Hosting	Tom Carney	Labor Commission	High	Resolved	TTR Missed: No	
<b>INC000000465499</b>	Tonya Gallegos	Application	None	Novell GroupWise		TIR Missed: No	0.29
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Medium	Resolved	TTR Missed: No	0.69
<b>INC000000465499</b>	Tonya Gallegos	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Medium	Resolved	TTR Missed: No	0.69
<b>INC000000465507</b>	Bobie Tupou	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465510</b>	DaNise Barney	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465514</b>	Gabriella Salazar	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465525</b>	Felix Desiena	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465527</b>	Jeanne Long	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.04
<b>INC000000465536</b>	Elena Bensor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.03
<b>INC000000465541</b>	Louis Silva	Application	Password	Novell GroupWise		TIR Missed: No	0.43
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.65
<b>INC000000465548</b>	Izzy Luna	Application	None	Novell GroupWise		TIR Missed: No	0.30
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.50
<b>INC000000465551</b>	Amra Ferhatbegovic	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.07
<b>INC000000465580</b>	Evelyn S Partner	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.03
<b>INC000000465642</b>	Dave Bloomfield	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465718</b>	Cheryl Luke	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	
<b>INC000000465975</b>	Todd Newman	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium	Resolved	TTR Missed: No	0.00

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## Labor Commission

<b>INC000000465975</b>	Todd Newman	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	0.00
<b>INC000000465991</b>	Dave Bloomfield	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000465991</b>	Dave Bloomfield	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466008</b>	Bobie Tupou	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466052</b>	Brian Stewart	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466052</b>	Brian Stewart	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466085</b>	Mark Leblanc	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466085</b>	Mark Leblanc	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Medium Resolved	TTR Missed: No	
<b>INC000000466145</b>	Kerry Chlarson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000466208</b>	Jenean Tryon	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low Resolved	TTR Missed: No	0.00
<b>INC000000466225</b>	Jennifer Gren	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Resolved	TTR Missed: No	0.34
<b>INC000000466251</b>	Catherine Van Duser	Application	None	Novell GroupWise	TIR Missed: Yes	2.03
	Metro A Hosting	Tom Carney	Labor Commission	Low Resolved	TTR Missed: No	3.03
<b>INC000000466270</b>	Joy Lawrence	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Labor Commission	Low Resolved	TTR Missed: No	2.82
<b>INC000000466323</b>	Paul C. Cannon	None	None	None	TIR Missed: Yes	1.23
	Metro A Hosting	Tom Carney	Labor Commission	Low Resolved	TTR Missed: No	2.00
<b>INC000000466504</b>	Felix Desiena	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low Resolved	TTR Missed: No	1.23
<b>INC000000466629</b>	Edward Denning	None	None	None	TIR Missed: No	0.10
	Metro A Hosting	Tom Carney	Labor Commission	Low Resolved	TTR Missed: No	0.31
<b>INC000000466858</b>	Michael Allison	Application	Error	Novell GroupWise	TIR Missed: No	0.41
	Metro A Hosting	Tom Carney	Labor Commission	Low Resolved	TTR Missed: No	0.51

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## Labor Commission

<b>INC000000466920</b>	Richard LaJeunesse	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000466961</b>	Paul C. Cannon	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.05
<b>INC000000466981</b>	Alan L Hennebold	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467178</b>	Leonor Lopez	None	None	None	TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.26
<b>INC000000467686</b>	Edward Denning	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467754</b>	Felix Desiena	Network	Password	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000467905</b>	Bill Southwick	Application	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468092</b>	Alan L Hennebold	None	None	None	TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.28
<b>INC000000468329</b>	Bobbi Smith	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468376</b>	Tracy Payne	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468454</b>	Paul C. Cannon	Network	None	Novell eDirectory	TIR Missed: No	0.05
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.34
<b>INC000000468471</b>	Felix Desiena	None	None	None	TIR Missed: No	0.19
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.58
<b>INC000000468488</b>	Dennis Crenshaw	PC/Laptop	None	None	TIR Missed: No	0.04
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.05
<b>INC000000468737</b>	Ami Windham	Application	None	Gmail	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	1.12
<b>INC000000468923</b>	David Lamb	Application	None	Novell GroupWise	TIR Missed: No	0.12
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.26
<b>INC000000469204</b>	Erin Latta	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.57
<b>INC000000469253</b>	Brent Asay	Telecom	Hardware	Telephone	TIR Missed: No	0.70
Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Resolved	TTR Missed: No	0.70

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## Labor Commission

<b>INC000000469415</b>	Brent Asay	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469447</b>	Bobbi Smith	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469490</b>	Bobbi Smith	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469669</b>	Brad Thurman	Network	Password	Novell eDirectory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000469846</b>	Amra Ferhatbegovic	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	0.96
<b>INC000000469978</b>	Shirley Cordova	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
<b>INC000000470126</b>	Alicia Zavala	PC/Laptop	None	None	TIR Missed: No	0.10
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.24
<b>INC000000470551</b>	Brent Asay	Network	None	None	TIR Missed: No	0.27
Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.39